

Compliments, Suggestions or Complaints

- We are committed to providing a high quality of public service to the community
- We are committed to continuous improvement and encourage you to compliment us when we do well
- We want to understand how we can improve the way we provide services to the community and encourage you to give us feedback on things we can do better.

Complaints Resolution

When receiving a complaint we will:

- Maintain confidentiality and discuss your complaint only with the employees involved
- Consider the information you have provided carefully
- Treat your complaint with fairness and respect
- Keep you informed about the progress of your complaint
- Explain to you the reasons for the decisions reached about your complaint
- Advise you of the outcome and any actions we have taken to improve our services as a result of your complaint.

How to contact us

Online:

www.busselton.wa.gov.au

Telephone:

08 9781 0444

In Person:

2 Southern Drive, Busselton

In writing:

city@busselton.wa.gov.au; or

City of Busselton

Locked Bag 1

BUSSELTON WA 6280

Customer Experience Charter

'Where environment, lifestyle and opportunity meet'



City of Busselton
Geographie Bay

Customer Experience Charter

Our Corporate Values

- Listening
- Considered Decision Making
- Appreciation
- Respect
- Team Work



Our Commitment

- We will be:
- Courteous
 - Professional
 - Responsive
 - Discrete
- We will demonstrate these principles by:
- Aiming to satisfy your request at the time of your visit
 - Answering telephone calls promptly
 - Responding to telephone messages within two business days
 - Responding to written requests within 10 business days
 - Advising you if there is a delay in providing information to you.



Customer Service Standards

We understand the importance of customer service and are committed to delivering high quality customer service, through accurate, relevant and appropriate advice.

- Our employees will:
- Identify themselves
 - Be polite, helpful and courteous
 - Listen to you to understand your needs
 - Follow through on our commitments to you
 - Encourage, welcome and value your feedback.

- Our actions will be:
- Open, respectful and impartial
 - Responsive to your individual needs
 - Completed within a reasonable timeline.

- Our information will be:
- Accessible within the legal frameworks which apply
 - Accurate, consistent and relevant
 - Delivered in easy to understand language.

Access and Inclusion

We are committed to ensuring everyone is welcome and included with equitable access to services, buildings and other facilities, information, quality service, complaint handling and employment.

How you can help us to help you

The provision of a high quality customer experience is supported by positive relationships with the community.

The City of Busselton takes responsibility for providing an environment where employee safety and wellbeing is protected.

- You can help us meet our customer service commitments to you by:
- Treating our staff with courtesy and respect in all interactions
 - Recognising that the safety and wellbeing of our staff comes first and our staff may end a conversation if they feel unsafe or where it involves abusive language or aggressive behaviour
 - Keeping us updated on changes to your contact details
 - Providing complete and accurate details when making a request or seeking information
 - Working with us to finalise solutions to problems.